

Healthcare Survey Data Summary

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Survey Development & Administration Process

May-June 2025 - Stakeholders, including school staff and division wide staff, met to review drafts of the survey and provide feedback.

June 9th through June 27th – Survey Window: Current benefits-eligible employees received an anonymous link through APS email. The link was also shared through division-wide emails and posted on the APS website.

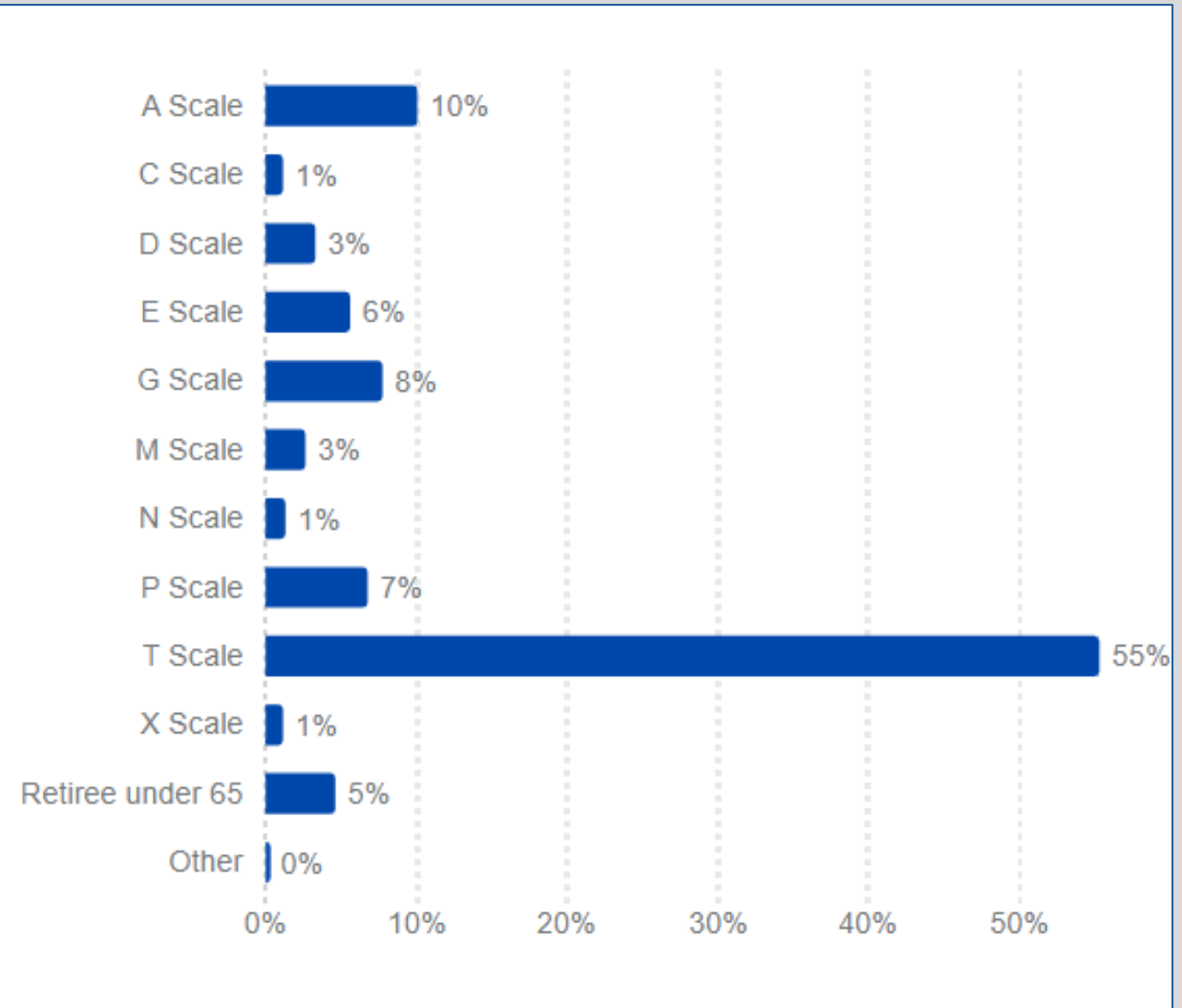
Response rates were reviewed daily to ensure that all scales were represented.

Responses rates

1,514 current benefits-eligible staff and 72 retirees under the age of 65 completed the survey.

All scales were represented and comparable to the overall APS benefits eligible staff by scale.

The margin of error for current APS employee respondents is 2% with a 95% confidence interval.



Survey Respondents

86% of respondents indicated that they are **currently enrolled in APS-sponsored health insurance.**

Of the respondents who reported they were enrolled in CareFirst, approximately **one-third are enrolled in an HMO** compared to nearly **two-thirds in an PPO.**

Respondents enrolled in APS Healthcare

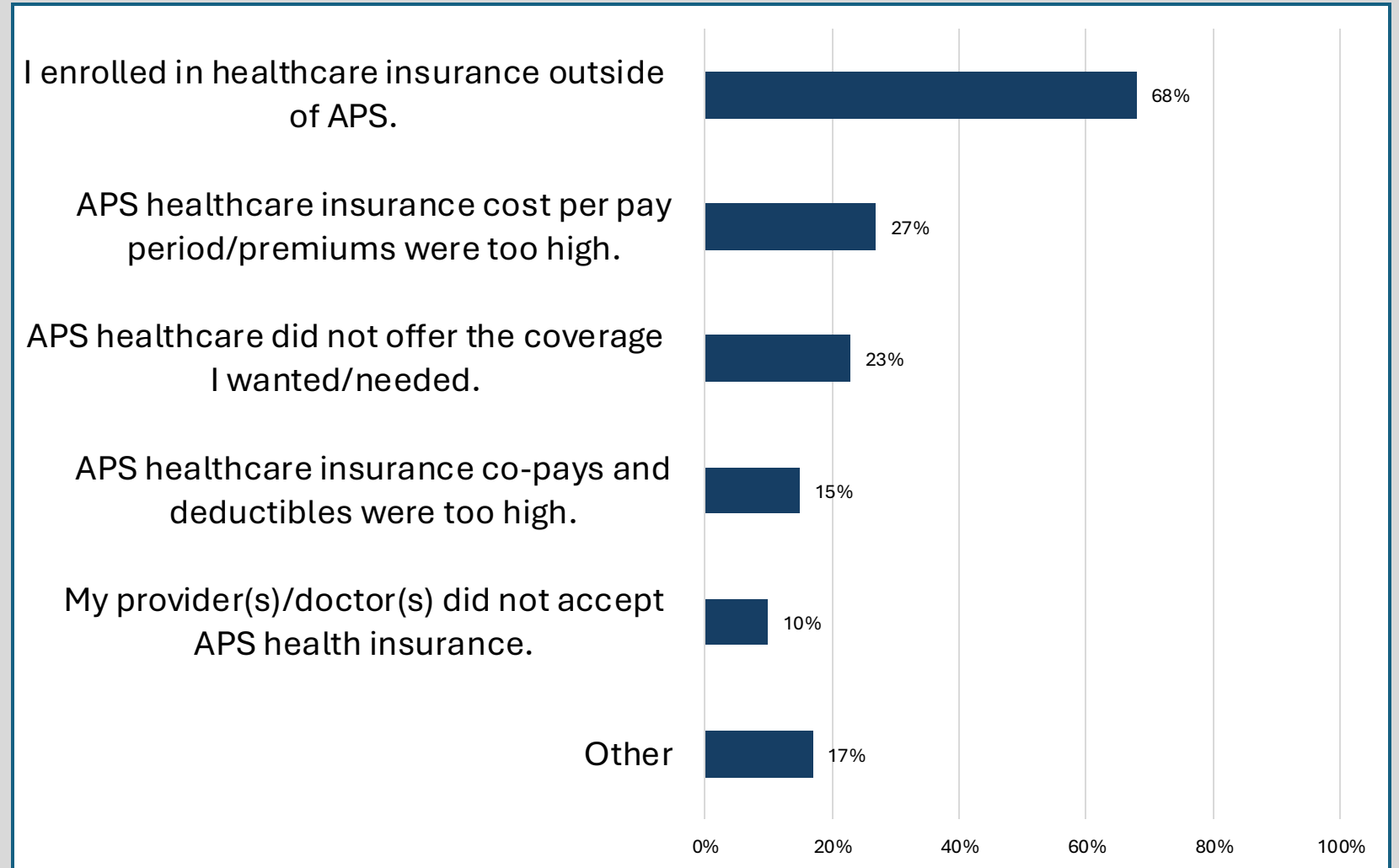


Respondents enrolled in PPO and HMO



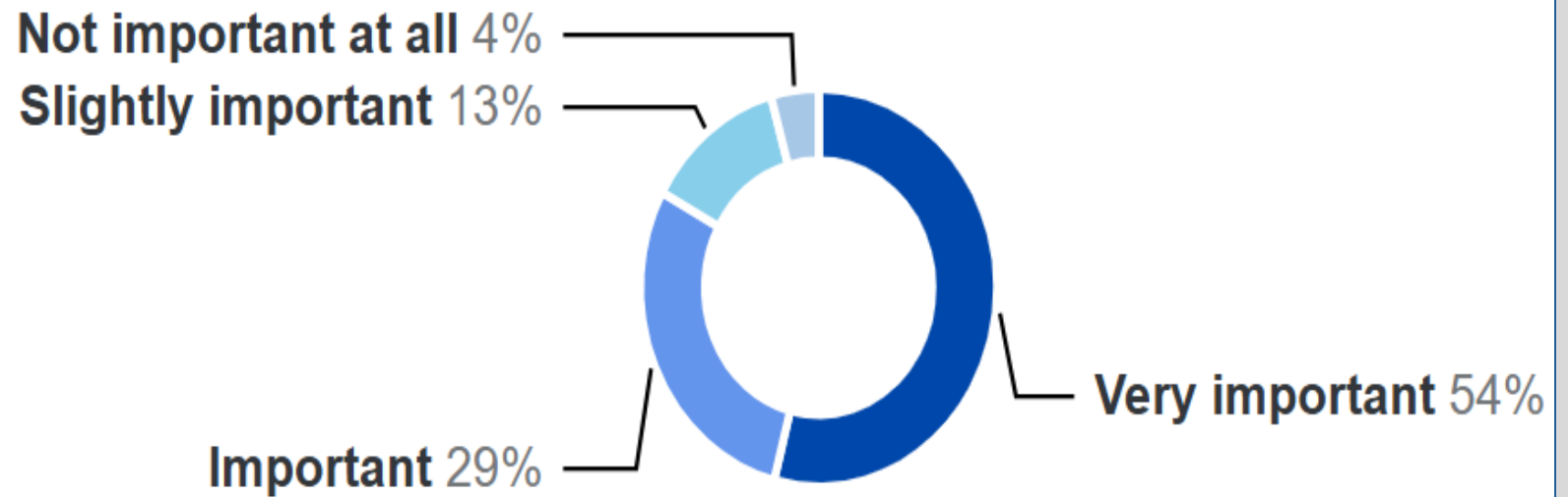
Reasons Staff Did Not Enroll in APS Healthcare

- The main reason staff did not enroll in APS sponsored health insurance is due to enrollment in health insurance outside of APS.
- 27% of respondents indicated that the cost was too high.
- 23% reported that it did not offer the needed coverage.



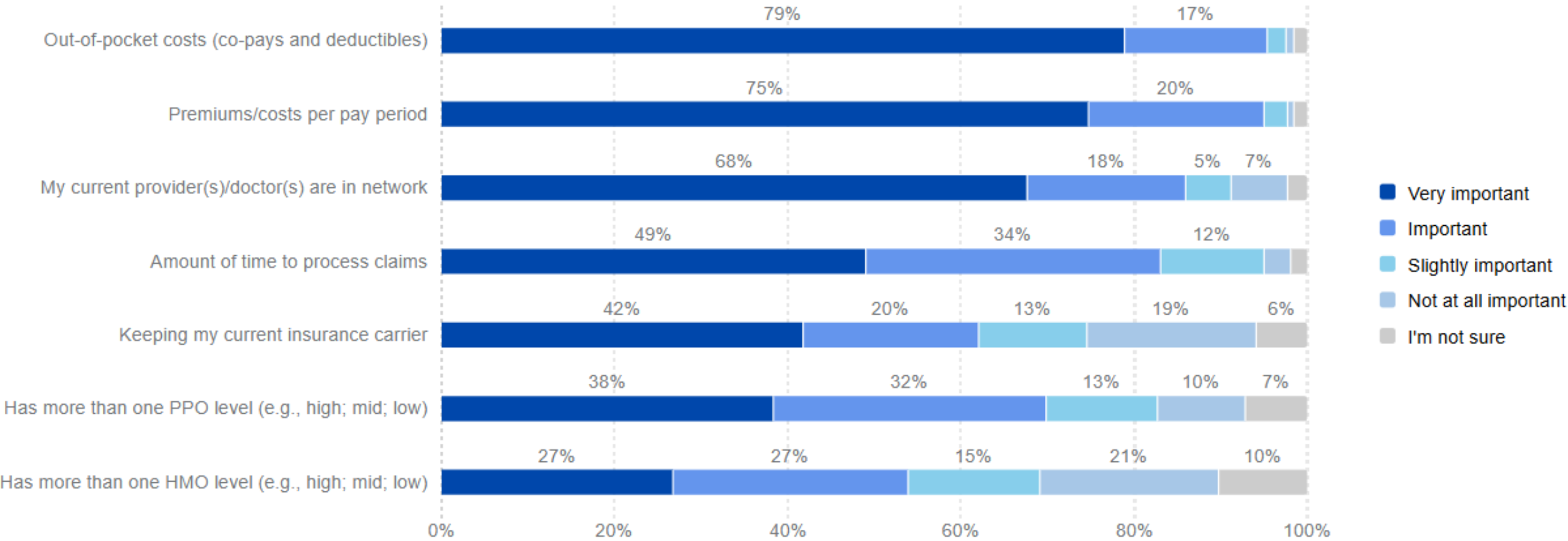
Respondents Indicating Level of Importance for APS to Offer More than One Insurance Carrier

83% of respondents reported that offering more than one health insurance carrier is important or very important



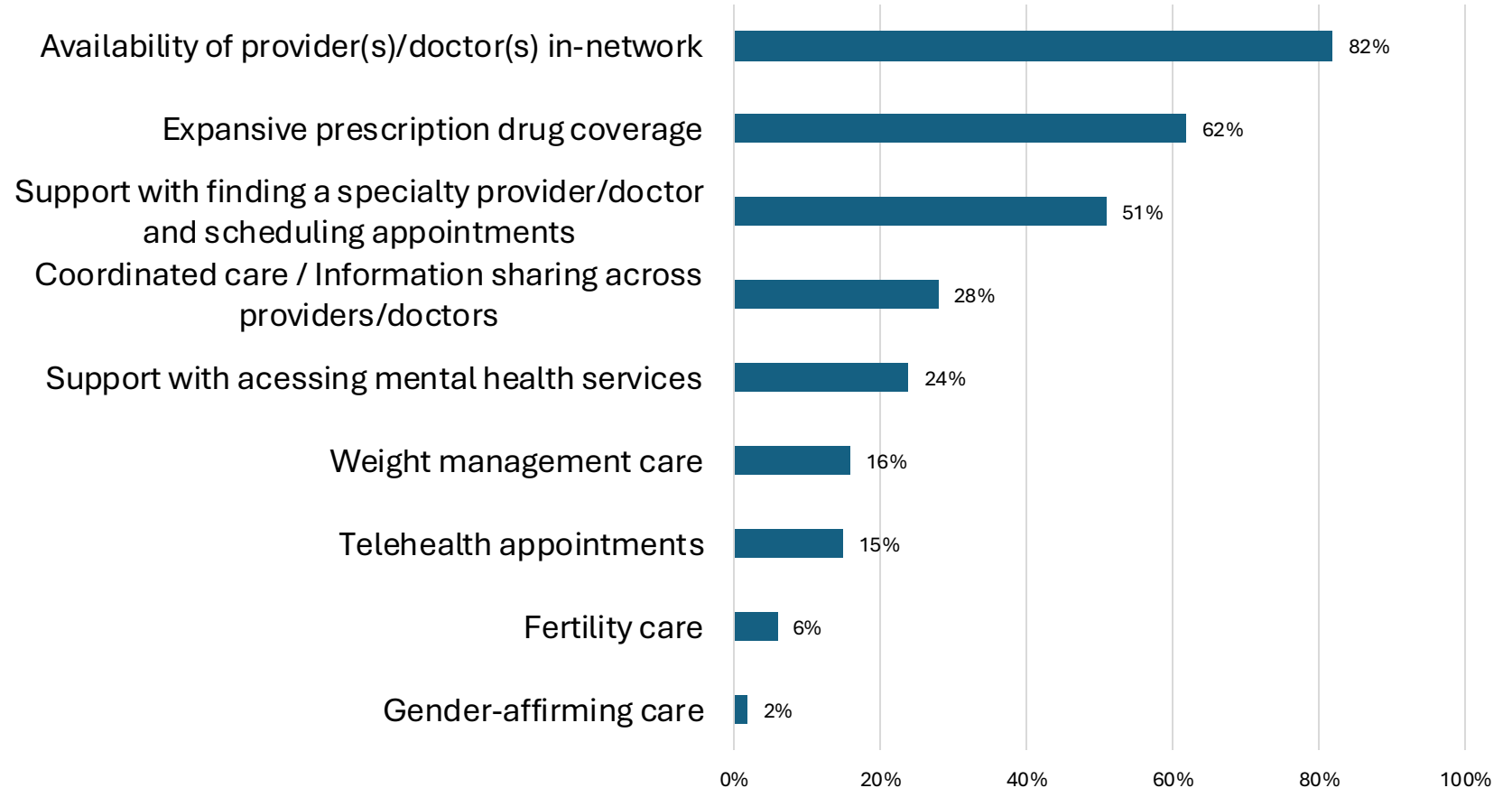
Respondents Indicating Important/Very Important Aspects of Healthcare Insurance

Out-of-pocket costs and premiums were identified as important or very important by **over 95%** of respondents.



Respondents Indicating Health Insurance Services that are Most Important

- **82%** of respondents identified **the availability of provider(s)/doctor(s) in-network** as an important service.
- **62%** noted **expansive prescription drug coverage**.
- **51%** reported **that support finding a specialty provider/doctor** are important services.



Open-ended comments regarding healthcare features

More than **one-third (34%)** of respondents indicated the **general affordability** of health insurance as an important feature when considering health insurance.

Theme	n = 361
General affordability; Current insurance is too expensive	34%
Customer service – Responsive; Patient first; Easy website/app; System easy to use; Transparent billing	16%
Collaborative care across providers; One location for multiple services	16%
Larger network – more providers; more locations; more out-of-network options; Prescription options and delivery; medical devices; preventative/routine care	15%
Include options – levels; plans; carriers	15%
Comprehensive coverage of health concerns – women’s health; fertility; holistic/alternative care; chronic/current conditions; coverage for a diverse community	10%
Coverage for weight management prescriptions	6%
Include dental and vision; Better dental and vision	6%
Out of area coverage	5%
Mental health coverage	3%
Other	5%

Open-ended responses with other comments

59% of respondents indicated that they hope to **bring Kaiser Healthcare back** as a healthcare insurance option.

Theme	n = 529
Kaiser – bring back; better; cheaper	59%
Happy, want to keep CareFirst	13%
Solicitation process – transparency; include staff/retirees; adequate communication during process	8%
Comments regarding the most recent APS healthcare change	7%
Don't change insurance again	7%
Issues with current provider/s – scheduling; prescriptions; customer service; don't like	6%
Specific provider attributes – easy to make appointments; multiple locations; extended hours	5%
Prefer Cigna	3%
Want to keep current providers	3%
Other	6%